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SERVICES

- Technical documentation & illustration
- Online & inline help systems
- Publication & project management
- Usability testing & design
- Training materials & courseware
- Information architecture & design
- Technical articles & executive briefings
- Screencasts & narration

ABOUT THIS DOCUMENT

- This document is an **addendum** to my primary résumé.
- My primary résumé lists my most recent work experience, including at Ab Initio, Oracle Corporation, Sun Microsystems, and Louisiana Energy Services/National Enrichment Facility.
- My primary résumé also lists my publications, education, and favorite software tools.
- The purpose of this document is to list additional salaried positions and extensive contract-based projects that are not included on my primary résumé.
- Please contact me for a copy of my **primary résumé**. My complete work experience and numerous samples are also available at <https://ohelp.com>.

EXPERIENCE

INFANT JESUS SCHOOL

Nashua, New Hampshire (contract) September 2005–May 2006, September 2006–April 2007
Network infrastructure, software installation & configuration, staff training

- Designed network topology and physically installed all networking cabling, routers, switches, and computers for entire school (≈ 75 nodes)
- Installed and configured software on all school computers
- Performed staff training

ATRIUM SALON & SPA

Nashua, New Hampshire (contract) June–September 2009
Website development, logo design, internal training

- Designed and authored company website
- Designed company logo
- Performed staff training

MARGUERITE'S PLACE

Nashua, New Hampshire (contract) December 2004
Video authoring & production

- Created and produced promotional and fundraising video for a women's transitional shelter

PEERDIRECT

Bedford, Massachusetts

(contract) February–March 2003

Technical documentation & illustration, online help

- Wrote and illustrated documentation and online help for the PeerDirect Database Replication Engine

NUSPHERE CORPORATION

Burlington, Massachusetts

(contract) February–October 2001

Technical documentation & illustration, online help, information architecture

- Wrote *Getting Started guide*, *MySQL Advantage Installation Guide*, *MySQL Advantage User's Guide*, and *MySQL Reference Manual* for three release cycles
- Wrote beta and FCS documentation for GEMINI MySQL table handler

TORRENT SYSTEMS, INC.

Cambridge, Massachusetts

(contract) June 2000–January 2001

Technical documentation & illustration, online help, information architecture

- Wrote functional specifications for Orchestrate parallel processing *Client/Server API Guide*, *Operator's Guide*, and *Web House Operator's Guide* for clickstream processing, data warehousing, and data-mining operator APIs
- Designed and wrote quick reference cards for Orchestrate/APT parallel processing classes and macros
- Redesigned and updated Orchestrate online help system

HURLEY COMMUNICATIONS, INC.

Norwood, Massachusetts

(contract) October 1999–May 2000

Technical documentation & illustration, online help, information architecture

- Wrote and illustrated print documentation, training materials, and online help for integrated hospital switchboard and messaging system
- Performed staff training

THOMSON FINANCIAL

Boston, Massachusetts

(contract) November 1992–February 1993, August 1998–March 1999

Technical documentation, online help, information architecture

- Designed and wrote online help for several Java-based financial transaction management applications
- Redesigned and edited API and programming guides for client-side development toolkit

ELECTRONIC INDUSTRIES DATA EXCHANGE ASSOCIATION

Arlington, Virginia

(contract) July–September 1998

Technical documentation & illustration

- Co-designed, illustrated, and edited EIDX API specification for managing electronic financial transactions

GEMSOFT CORPORATION

Nashua, New Hampshire

(contract) April–October 1995, January–February 1996

Technical documentation & illustration, online help, information architecture

- Wrote and illustrated print documentation and several online help systems for Emerald user and administrator products and Gemsoft Preview
- Wrote prototype demo for browser-based implementation of Emerald product

SCAN CENTERS OF AMERICA

Natick, Massachusetts

(contract) February–April 1995

Technical documentation & illustration

- Designed, wrote, and illustrated *Electronic Document Management: A ScanCenters Primer for Real People*, a primer on electronic document management concepts

XEROX IMAGING SYSTEMS

Cambridge, Massachusetts

(contract) November 1992, April–May 1993

Audio scripting, narration & production, information architecture

- Wrote and narrated intro/outro material for audio cassettes for four Reading Edge product manuals
- Arranged all details of documentation audio recording, tone indexing, Braille labeling, and cassette production
- Information architecture consulting for Windows-based online help systems

ATTITASH SOFTWARE, INC.

Nashua, New Hampshire

(contract) July–October 1992

Technical documentation & illustration, online help, automation tools, information architecture

- Wrote and illustrated documentation and online help for SlingShot, WideAngle, and InfoPanel products
- Developed style guide, PDF print specifications, and Microsoft Word templates for all documentation

CREDIT TECHNOLOGIES

Waltham, Massachusetts

(contract) May–July 1992

Technical documentation & illustration, information architecture, QA testing

- Wrote and illustrated user guides for Remote CAS and Core CDS products
- Wrote and illustrated beta and promotional documentation for CDS and 800/4-CREDIT products
- Performed alpha and beta testing and UI design for Remote CAS, CDS, and 800/4-CREDIT products

KEYFILE CORPORATION

Nashua, New Hampshire

(contract) June–October 1991, February–April 1992

Technical documentation & illustration, online help, automation tools, information architecture

- Wrote and illustrated documentation and online help for OS/2-based network document server product
- Designed and wrote documentation and online help for Windows-based document management/office automation system
- Developed an extensive set of WordBasic macros to facilitate Windows help authoring

INMAGIC, INC.

Woburn, Massachusetts

(contract) November 1991–February 1992

Technical documentation & illustration

- Wrote and illustrated user manual for relational database product

ARCHETYPE, INC.

Waltham, Massachusetts

(contract) May–June 1991

Technical documentation & illustration

- Wrote and illustrated user manual for Netware/Windows client-server image-management product

KURZWEIL COMPUTER PRODUCTS/XEROX IMAGING SYSTEMS

Cambridge, Massachusetts

May 1989–June 1991

Technical documentation & illustration, multimedia authoring, accessibility design and testing, information architecture, German translation

- Designed, wrote, and narrated (for audio cassette) all Reading Machine user documentation
- Developed information architecture, editorial standards, and document formats specifically optimized for use with screen reader software
- Performed extensive in-person usability and information design testing with vision-impaired users
- Worked with Underwriters Laboratories (UL) to shepherd all documentation targeted for vision-impaired users through UL safety review processes
- Arranged audio production, tone indexing, Braille labeling, cassette production and packaging
- Wrote and illustrated user documentation for commercial optical character recognition products
- Performed German translation and technical editing of German-language products

PROJECT SOFTWARE & DEVELOPMENT

Cambridge, Massachusetts

February 1988–May 1989

Technical documentation & illustration, information architecture, internal training, test management

- Wrote and illustrated user documentation for VAX and IBM mainframe-based project management software products
- Designed and wrote online help and tutorials for DECwindows-based product
- Wrote in-house tutorials for desktop publishing with VAX and PC WordPerfect and PostScript

MASSACHUSETTS SENIOR ACTION COUNCIL

Quincy, Massachusetts

(contract) February 1988

Newsletter, interviews

- Conducted interviews, wrote articles for Council newsletter

IMEC CORPORATION

Charlestown, Massachusetts

(contract) January–February 1988

Technical documentation, German translation

- Translated hardware manual for logic-driven electric servo motors into German

AT&T

Boston, Massachusetts

(contract) November–December 1987

Technical documentation, internal training, office automation

- Conducted in-house training, wrote instructional documentation for various office productivity tools
- Developed DOS batch files and SAMNA IV keyboard macros to automate billing procedures

BOSTON CENTER FOR COMPUTER APPLICATIONS

Boston, Massachusetts

(contract) September–November 1987

Technical documentation & illustration, courseware development, system configuration

- Wrote curricula for AutoCAD and Aldus PageMaker software training classes
- Taught customer classes (basic and advanced) in WordPerfect 4.2; trained staff in Lotus Freelance
- Configured PC hardware, wrote DOS batch and instructional files for in-house and customer classrooms

LITTLE, BROWN COMPANY

Boston, Massachusetts

(contract) April–June 1987

Editorial services, internal training

- Performed staff training on MultiMate, Lotus 1-2-3, and DOS
- Provided editorial services for several large internal reference publications

ARTHUR ANDERSEN/MASSACHUSETTS DEPARTMENT OF REVENUE

Boston, Massachusetts

(contract) March–April 1987

Editorial services, office automation

- Performed editorial services for training materials for MASSTAX auditing system
- Developed DOS batch files and WordPerfect macros to automate office procedures

KEYSTONE PROVIDENT LIFE INSURANCE COMPANY

Boston, Massachusetts

(contract) February–March 1987

Technical documentation, office automation

- Wrote internal documentation
- Developed WordPerfect macro and merge files to automate tracking and billing procedures

WANG LABORATORIES, INC.

Lowell, Massachusetts

(contract) February 1986–January 1987

Technical documentation & illustration, online help, editorial services, German translation, production automation

- Editing, German translation, and document production for converting four hard-copy lexicons into CD-ROM format: *Random House German/English Dictionary*, *Random House Unabridged English Dictionary*, *Random House Concise English Dictionary*, *Duden German Thesaurus*
- Developed extensive Wang glossaries (Wang's scripting language) to automate editorial tasks and CD-ROM production
- Developed extensive WordBasic macros to facilitate Windows help authoring
- Wrote and illustrated several online help systems

BLACKFOOT PRODUCTIONS

Cambridge, Massachusetts

(contract) June–August 1986

Editorial services

- Script editor for “*Vig*,” a stage play by Paul Hapenny

SOLOMON SHECHTER DAY SCHOOL

Newton, Massachusetts

(contract) May–June 1985

Multimedia scripting

- Wrote narration and storyboard for annual fundraising video

GREATER BOSTON YMCA

Boston, Massachusetts

(contract) October–November 1984, January–February 1985

Multimedia scripting, narration

- Wrote and narrated two radio public service announcements
- Wrote audio/visual script for annual meeting/fundraising video

SEILER CORPORATION

Waltham, Massachusetts

(contract) December 1984–February 1985

Newsletters

- Wrote two monthly corporate newsletters

GENERAL ELECTRIC/MEDIA 1

Lynn, Massachusetts

(contract) May 1984

Multimedia production

- Key Grip for 30-projector audio/visual production for GE “Family Fair Day”

THE YACHT MAGAZINE

Newport, Rhode Island

(contract) August 1983–March 1984

Writing, photography, editorial services, production management

- Editorial production manager for first edition of magazine
- Wrote copy, took photos for several feature sections
- Established stringer contacts and editorial library

ROGER VAUGHAN

Newport, Rhode Island

(contract) November 1983–February 1984

German translation, biographical research

- German translation and research for biography of Herbert von Karajan

SAIL MAGAZINE

Boston, Massachusetts

(contract) December 1980

Writing, photography

- Wrote copy and took photographs for *Visual distress signals*, an article about safety flares and other maritime visual distress signals

FLUOR CORPORATION/DANIEL CONSTRUCTION

Greenville, South Carolina

(contract) May 1978–September 1978

Architectural drafting, technical illustration

- Architectural illustration and technical drafting for industrial process piping and design facilities

NIKON WORLD MAGAZINE

Garden City, New York

(contract) January 1977

Photography

- Photography for feature about transatlantic yacht race